

**Duke, Daphne**

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**From:** Laurie Murphy [lmurphy@hotwirecommunication.com]  
**Sent:** Tuesday, October 05, 2010 4:04 PM  
**To:** CLECreport  
**Subject:** 3rd Quarter 2010 "SCPSC CLEC -- Quarterly Service Quality Report" for Hotwire Communications, Ltd.  
**Attachments:** 3rd Q 2010.pdf

TO: South Carolina Public Service Commission

Attached you will find **Hotwire Communications, Ltd.'s** ("Hotwire") **"SCPSC CLEC -- Quarterly Service Quality Report"** for **3<sup>rd</sup> Quarter 2010**.

Hotwire's South Carolina CLEC operations did not have any voice-grade access lines in use during that period and has no service issues to report. (Hotwire has approximately 4 VoIP customers in South Carolina at this time.)

Please do not hesitate to contact me if you have any questions.

Best regards,

**Laurie M. Murphy**

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**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA CLEC OPERATIONS**

**COMPANY NAME:** Hotwire Communications, Ltd.  
**QUARTER / YEAR:** 3rd Quarter / 2010

<u>Month:</u>	<u>July</u>	<u>August</u>	<u>September</u>
Number of Customer Access Lines	-0-	-0-	-0-
Trouble Reports / Access Line (%)	-0-	-0-	-0-
Customer Out of Service Clearing Times (%)	100%	100%	100%
New Installs Completed w/in 5 Days (%)	100%	100%	100%
Commitments Fulfilled (%)	100%	100%	100%

**Comments / Explanations:** No service issues 3rd Quarter 2010.

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